Motor Vehicle Services
TALE LITE
FEBRUARY 1989 VOL. 2, NO. 2 New Jersey Department of Law and Public Safety, Division of Motor Vehicles

How I produced a TV commercial for MVS

By JEFFREY HALL

Late last summer, then Attorney General Cary Edwards asked the Division's Office of Public Affairs to develop a television commercial focusing on Motor Vehicle Services' rebuilding effort. The piece was to underscore some of the key improvements the division has made recently, including our toll-free phone numbers, our new regional service centers and model agencies, and our uncompromising commitment to quality service.

I was tapped to produce the project because of my work in television before joining Motor Vehicle Services. For 10 years, I worked in front of the camera as a TV newscaster and behind the scenes as an executive producer and news director.

Now that the piece is finished I am reminded of how very challenging, complex and ultimately satisfying it can be to work on a project for television. I am also reminded that it is almost never easy and never, ever glamorous. Never.

The TV commercial on which Jeffrey Hall worked has been offered to television stations in New Jersey, New York City and Philadelphia as a public service announcement (PSA). As with all PSAs, there is no schedule available for when it will be on the air.

My work on the project to tell the public about Motor Vehicles' new, "rebuilt" image began, like all other TV projects—with a concept. Once we determined what our concept would be—what we wanted to say and how we wanted it to look—the real "fun" began.

We decided to "shoot" on a Friday at the Trenton Regional Service Center. Everything seemed to be going well until Howard Pollak, the site manager, phoned my office. He sounded concerned. "Jeff, I just had a meeting with the pre-production team and they say they're going to use all these *lights*. They need a lot of *power*, Jeff, and I'm afraid it'll interfere with our operations."

Oh, no, I thought. We haven't even *begun* to make the commercial, and already I've got problems. "Don't worry," I assured Howard. "Our electrician tells us we'll be pulling our power from eight separate circuits. That's enough to light a whole house and not even touch the system."

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EXPLORING THE 'PARTNERSHIP' AT MOTOR VEHICLES

For the past two months, managers and supervisors throughout the Division have participated in a half-day training program entitled "Partnership" sponsored by the Human Resources/ Organizational Development Office. The program explores the reasons for the recent restructuring of the Division and discusses ways in which all Motor Vehicle Services people can work together to manage the changes we're all experiencing.

Pull out and save the new title crosswalk chart on pages 6 and 7.

Through the creation of new titles and reporting structures, MVS has laid the foundation necessary to offer each and every employee the opportunity to succeed. The training program carries the

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The Ridgewood Inspection Station on Chestnut Street in Bergen County kept the spirit of the holiday alive with this big wreath hanging over its doorway. It brightened the day for motorists as they drove into the facility to have their vehicles inspected.

THE TALK AT MVS

Gregg Zoltanski, carpenter in the Building Maintenance Section, has returned to work after recuperating from a heart attack suffered in November. Welcome back, Gregg!

Project Specialist **Fred Schrenk** in the Planning Office recently enjoyed a two-week vacation tour of the Bavarian Alps, Salzburg, Austria, and the city of Munich, Germany.

Maryann Embler, customer service representative 2 at the Burlington Motor Vehicle Agency, is enjoying grandmother status these days. Her first grandchild, **Ashley Doris Embler,** was born to her daughter-in-law, **Nancy,** and son, **Charles Jr.** The new arrival weighed seven pounds, 14 ounces.

Other news from the Burlington Agency—Customer Service Representative 2 **Lana Walden** welcomed her second grandchild, **Stephen Andrew Collins,** born to her daughter, **Lisa** and son-in-law, **Arthur Collins,** on December 9, weighing eight pounds, three and a half ounces.

Also, Customer Service Representative 4 **Janet Romani** and her husband, **Jeffrey,** have a new son, **Brian Jeffrey,** born November 30, weighing seven pounds, and Customer Services Representative **Carla Dobriejvich** and her husband, **Milan,** welcomed a son, **Michael,** on December 2, weighing seven pounds, nine ounces.

Condolences are extended to Support Services Representative I **Bernice Zrinsky** of the Transaction Auditing Section on the recent death of her husband, **Frank.**

Examination Technician **Alicia Pizzuto** of the Cherry Hill Driver Testing Center has announced her engagement to **Gene Wurst.** They are planning a 1989 wedding.

Janet Lynn Compton, support services representative II in the Manahawkin Motor Vehicle Agency was recently married to **Timothy E. Harrigle,** a foreman with an Ocean County construction company. She is a 1985 graduate of Pinelands Regional High School.

Bruce T. Harvey, son of Support Services Representative I **Anna Harvey** of the Audit Transaction Section, graduated in December from Trenton State College with a B.S. degree in criminal justice. He is a member of Kappa Alpha Psi fraternity. His brother, **Tyrone Harvey,** recently left the Office of Special Assistance and Customer Complaints to accept a position as data analyst at the Justice Complex.

Elizabeth Merkle of the Edison Motor Vehicle Agency is celebrating her 30th year with Motor Vehicle Services. She started at the agency when it was located in Metuchen.

Sandra Bengochea is enjoying a new baby girl, **Bonnie,** born January 23. The Edison Motor Vehicle Agency employee and her husband, **Ralph,** also have a son, **Jay,** age 4.

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This snowman wears an MVS hat, thanks to its builders, Karen and Ed Besko, personnel assistant I in the Employee Service Section. Karen poses with Danielle, 10 months, and Eddie, 2½ years old.

PERSONNEL TIPS

By ED BESKO

Open enrollment month

It is important that you carefully examine your current health plan during February to make sure it fully meets your needs, or if another health plan is available that might be better for you or your family.

To aid you in your decision, brochures on all health benefit packages are being made available to all employees. Anyone wishing to change his or her health plan should contact the Personnel Administration Bureau's Payroll Unit on the third floor of 25 South Montgomery Street, in person, or by calling (609) 292-4830. You will be provided with an enrollment card and/or an HMO activity form to complete and return to the Payroll Unit. All enrollment cards and forms must be received by the Payroll Unit no later than February 28.

In addition, enrollment into the prescription drug program is also available during February to those employees who may not already have this coverage.

The effective date of coverage for any changes made in February will be May 6, 1989. There will be no loss of coverage at any time when the old health plan expires at midnight May 5. The new health plan immediately takes effect.

Any additional questions you may have concerning your coverage may be answered by calling Barbara Louis at (609) 292-4830. Questions after 4:30 p.m. may be asked by calling the employee services hot line at (609) 292-6161.

* * *

Deferred Compensation Plan

Employees interested in taking advantage of the New Jersey State Employees' Deferred Compensation Plan are asked, when enrolling, to complete a deferred compensation enrollment request form, a beneficiary request form, and a memorandum of understanding. All three completed forms must be sent to Barbara Louis in the Personnel Administration Bureau's Payroll Unit, third floor, 25 South Montgomery Street, Trenton, N.J. 08666.

Please do not send any completed deferred compensation forms to the Division of Pensions. If you have any further questions regarding specific details about the deferred compensation plan, or if you would like enrollment forms sent to you, call Barbara Louis at (609) 292-4830.

EXPLORING THE 'PARTNERSHIP' AT MOTOR VEHICLES

(Continued from Page 1)

message to managers and supervisors that building on this foundation and developing the people who will keep us "on the road again" is a responsibility we all share. It's up to supervisors to open the door to new opportunities; it's up to each employee to take the extra step in.

As a result of the training, supervisors will be taking a fresh look at how to define and evaluate their unit's responsibilities, and how to use new titles for a greater variety of work assignments to broaden skills and experience. "We want to provide broader mobility and advancement opportunities, but in order to do that, we need to focus on the individual and the work. We need to better identify individual interests and abilities and begin guiding people in a direction that will satisfy both the person and the organization," said George K. Chewning, manager, HR/OD.

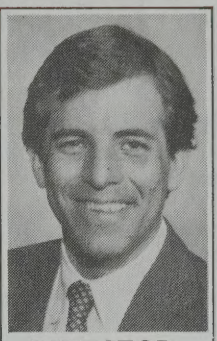
"A key step is talking to people about what is expected of them. All too often problems arise in getting the job done because supervisors haven't clearly communicated their expectations," said Chris Cox, Chief of Staff. A process called "Performance Management" is a focal point of the training. It is the continual process of using feedback, coaching, training, skill assessment, and the Performance Appraisal Review System (PARS) to help supervisors better manage and develop their employees.

"This is only the beginning," the Chief of Staff continued. "We need to provide employees and supervisors alike with the tools to do their jobs. As we become more familiar with the opportunities the new MVS offers, we'll continue to enhance our training and development efforts and strengthen our most valuable resource—our employees."

'A key step is talking to people about what is expected of them.'

DIRECTOR'S MESSAGE

A new year has begun and we have wished farewell to Cary Edwards, the Attorney General who started us on the path of change. We are now already well into February activities. Although the rate at which new buildings are dedicated and new programs are announced will lessen, our momentum is built and our pace must continue. Our focus has to be very deliberate to accomplish some specific goals this year. We will not be undertaking major new programs, but we have significant work ahead of us to complete many initiatives already begun. For example, we must continue intensive work on:



DIRECTOR PAULSEN

'Our focus has to be very deliberate to accomplish some specific goals this year.'

- training all MVS people in the skills, knowledge and tools needed to do your jobs, to be eligible for promotion and to fulfill your potential
- backfilling vacated space at our S. Montgomery and E. State Street buildings
- improving our understanding of workflow, our communication of performance expectations and our feedback for jobs well done or not so well done
- further improving our written and face-to-face communications with our customers
- renovating or relocating agencies as proposed in the model agency master plan
- beginning construction of a new central office building
- constructing new inspection lanes at South Brunswick, Southampton and Winslow
- implementing a program to license leasing companies
- implementing proposals to crack down on uninsured motorists
- continuing to plan for and implement requirements of the federally mandated Commercial Motor Vehicle Safety Act

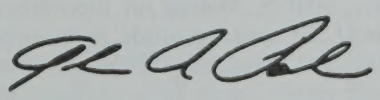
An overriding theme for 1989 is the need to continue to provide our customers with the service they deserve. We are serious—everything we do has to start with the same question—How can we help? In fact, I believe additional improvements can be made. Every aspect of our future activities will have service improvement as their focus.

I realize that this is not easy. We are all faced each day with various obstacles, from budget cutbacks to the hiring freeze. We have to view these seeming setbacks as challenges. The hiring freeze does not affect promotions within MVS. If we analyze and understand better the work that we do, if we set standards for that work, and if we use the positions we have to meet those standards, then the people who are here can do the job, grow and develop, be promoted, and truly do more with less.

Motor Vehicles' people have always come through even in the most difficult of times and circumstances, and I am confident we will do so again.

I am looking forward to the future of MVS with the same enthusiasm and pride I hold for our past. We have come a long way. Let's keep going and make 1989 our best year yet!

Sincerely,



Glenn R. Paulsen
Director

THANK YOU, CARY EDWARDS

Photos by Scott Jones

STEPPING OUT—Some 450 MVS employees turned out to say "Thank You" to former Attorney General Cary Edwards at Cedar Gardens earlier this month. The dinner guests were thanking Edwards for his successful leadership in bringing MVS back from the computer crash of 1985 and rebuilding it into "the best motor vehicle operation in the country today." Edwards received an "AG 1" license plate plaque, a four-inch thick scrapbook of news clippings and other items highlighting his three-year involvement with the reform effort, a photo album commemorating the openings of our new facilities, a "How Can We Help" sign autographed by hundreds of MVS employees and a gift certificate for some new golf clubs. Everyone attending the gala event owes a note of thanks to the dinner committee, Nancy Miller, Joann Lombardo, Rose Day, Audrey Kerstetter and Renate Gribbin. That is Joann, above, helping guests locate their tables.

THE TALK AT DMV

(Continued from Page 2)

Congratulations to **Syed Wasti,** audit specialist in the Internal Audit Office, on becoming a new father. His wife, **Shahnaz,** presented him with a boy, **Atif S. Wasti,** on December 28, weighing seven pounds, two ounces.

✔

Marie-Elena Sodeikes, support services representative I in the Manahawkin Motor Vehicle Agency, was married recently to **Michael O'Connor,** a Stafford Township police officer. The couple honeymooned in Williamsburg, Va.

✔

Condolences are extended to the family of retired employee **Earle G. Sparks,** who died December 26 in Burlington. He was 89. He retired December 30, 1960, as an inspector with the division.

✔

Customer Service Representative I **Mary Jane McCurdy** of the Deptford Regional Service Center plans to be married April 15. She recently announced her engagement to **Michael Quinn** of Deptford.

✔

Manahawkin Agency Support Services Representative **Louise Parker** welcomed home a new daughter, **Erica Louise,** born December 14 weighing seven pounds, one ounce.

Welcome to the Westfield Inspection Station

By TERRY KOBILNYK

(Editor's Note: The Westfield Inspection Station was one of the original stations opened when New Jersey started vehicle inspections in 1938. The following article was submitted by Terry Kobilnyk, Supervisor 2 at Westfield. Stories about MVS field facilities around the state are welcome, and TALE LITE encourages other supervisors or employees to write about their stations, agencies, or driver testing centers.)

As supervisor of the Westfield Inspection Station, I would like to take this opportunity to both acquaint and inform you briefly about this centrally located facility.

Opened in 1938 as a one-lane station, the main building, so former employees related, was originally used as a bus wash. In 1964 an addition was built to accommodate increased vehicular volume, effectively transforming the station to a contemporary two-lane venue.

The subsequent closings of the Union and Livingston stations necessitated further expansion at Westfield

'A facility endeavoring to maintain high standards.'

and so, in 1986, a third lane was opened in the stacking lot area to effectively serve the driving public of Union County.

As has occurred in numerous facilities within Motor Vehicle Services, Westfield began a driver testing program in 1986 to relieve sister stations Rahway and Plainfield of an extremely heavy demand in driver road testing. So successful was this implementation that driver testing applicants in this area are presently all accommodated within the 20-day testing period.

Uniquely, Westfield was chosen as the testing facility for a prototype HVAC exhaust system in 1984. Completed in 1987, Lane 1 received extensive modifications in the exhaust and supply of air quality distribution. Although reservations exist regarding some phases of this system, the exhaust phase has received enthusiastic response from station employees and concerned and relevant Trenton officials.

Modifications and improvements in the ventilating system have completely altered Lane 1, providing a safer and more spacious working environment. A visit to one and all is encouraged to view this accomplishment.

Assisted by Supervisors 3 Robert Bennett and Keith Misura and further aided by the following station personnel—(SS1) Alfred Anderson, Grady Harmon, Paul Licata, Richard Majoros, (SS2) William Capko, John Giroward, Drew Hanusosky, Louis Jones, Aaron Pittel, David Warner, (SS3) Alan Breskin, Robert Tarantino, (Examiners) Michael Catena and John Salera, and (SS Trainees) James Francis, Stephen Kurtzo and James Leta—Westfield has continually strived to provide local residents, our major base of inspection visitors, quality and professional service.

As Westfield is located in a generally residential area and transient visits are minimal, this has established a pattern of yearly visits from neighboring motorists which subsequently has resulted in cordial relations between the surrounding community and the station.

So there you have it, a facility endeavoring to maintain the high standards Motor Vehicle Services has strived to achieve in its attempt to provide the driving public with the finest of motoring services.

Come on in, renew old acquaintances, begin new ones, look around, you'll always be welcomed.

RETIREMENTS

Congratulations to the following upon reaching retirement:

Armando J. De Masi, Safety Specialist 1, after 34 years. He joined Motor Vehicle Services in March 1954 as an examiner at the Newark Inspection Station. In 1955 he was transferred briefly to the Jersey City Station, before moving the same year to the Route 3 Drive-in Station in Rutherford. He returned to the Newark Station in 1956, where he remained until his retirement. He plans to join the Branch Brook Senior Citizens Association in Newark.

* * *

Thomas Mizzone, Safety Specialist 1, after 20 years. He joined MVS February 3, 1969, as an examiner at the Wayne Inspection Station, where he worked for 10 years. From 1979 to 1985 he was a member of a truck inspection team assigned to the State Police. He then transferred to a mobile inspection team at Wayne for two years, and in 1986 became an investigator of private inspection garages. He is a member of the Preakness Valley Golf Club.

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Rose M. Scalia, Technical Assistant I, Purchasing, after 11 years. She joined MVS in October 1977 as a clerk in the Personnel Administration Bureau, where she stayed during her entire career. She was made audit account clerk in 1979, senior audit account clerk in 1980, principal audit account clerk in 1981, and technical assistant I, Purchasing, in 1986.

* * *

Winnifred A. Baker, Customer Service Representative 2, after 10 years. She joined MVS in July 1978 as a clerk in Numerical Files and was promoted to senior clerk in 1980. She moved to the Telephone Center as a customer service representative in 1987. A member of the parish family of St. Stanislaus Church, Trenton, she plans to become a lay Francisan missionary.

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Marie M. Duffy, Support Services Representative, after eight years. She joined MVS in April 1980, and worked in the Data Entry Section most of her career.

Motor Vehicle Services

New Title Crosswalk

This "clip-and-save" insert gives you accurate information about the title changes that resulted from MVS's restructuring efforts.

This is not a total list. Titles that existed but were not in use at the time of the restructuring are not included here.

NL = Non-limited Titles; Employees work at least a 35 hr. work week with occasional requirements for additional hours to complete projects or assignments.

N4 = Non-limited Titles; Employees work at least a 40 hr. work week with occasional requirements for additional hours to complete projects or assignments.

NE = Non-limited, Non-exempt Titles; Employees work variable/irregular hours with a minimum of 35 hrs/week and are eligible for overtime pay after 40 hrs.

THEN	NOW
FROM: Clerk, Clerk Driver, Clerk Typist, Audit Account Clerk	**TO: Support Services Representative (SSR) Series** SSR 3—Range 8/10 (35/40 hour week)
Senior Clerk, Senior Clerk Typist, Senior Clerk Stenographer, Word Processor Specialist III, Senior Audit Account Clerk	SSR 2—Range 11/13 (35/40 hour week)
Principal Clerk, Principal Clerk Typist, Principal Clerk Transcriber, Word Processor Specialist II, Principal Audit Account Clerk, Principal Bookkeeping Machine Operator, Principal Clerk Stenographer	SSR 1—Range 14/16 (35/40 hour week)

FROM: Customer Service Specialist IV	**TO: Customer Service Representative (CSR) Series** CSR 4—Range 10 (40 hour week)
Customer Service Specialist III	CSR 3—Range 13 (40 hour week)
Customer Service Specialist II	CSR 2—Range 16 (40 hour week)
Customer Service Specialist I	CSR 1—Range 20 (40 hour week)
Customer Service Supervisor	Supervisor, MVA—Range 25 (N4 work week)

FROM: Case File Evaluator, Damage Claims Evaluator	**TO: Record Technician (RT) Series** RT 3—Range 13/15 (35/40 hour week)
Senior Damage Claims Evaluator	RT 2—Range 15/17 (35/40 hour week)
	RT 1—Range 18/20 (35/40 hour week)

FROM: Driver Improvement Analyst 3, Driver Improvement Specialist	**TO: Driver Improvement Analyst (DIA) Series** DIA 3—Range 18/20 (35/40 hour week)
Driver Improvement Analyst 2, Senior Driver Improvement Specialist, Field Representative/Violations Record	DIA 2—Range 21/23 (35/40 hour week)
Driver Improvement Analyst I	DIA 1—Range 24/25 (35/N4 hour week)
Supervising Driver Improvement Analyst	Supervising DIA—Range 27/28 (35/40 hour week)

FROM: Examination Technician—Range 10/12	**TO: Examination Technician** Examination Technician—Range 11/13 (35/40 hour week)

THEN	NOW
FROM:	**TO: Field Monitor Series**
	Field Monitor 3—Range 16 (NE work week)
	Field Monitor 2—Range 19 (NE work week)
Field Representative, Monitoring Specialist	Field Monitor 1—Range 22 (NE work week)

FROM:	TO: Safety Specialist Series
Safety Specialist Trainee ($16,699.22)	Safety Specialist Trainee ($17,534.09)
Safety Specialist 3	Safety Specialist 3—Range 15 (40 hour week)
Safety Specialist 2	Safety Specialist 2—Range 18 (40 hour week)
Safety Specialist I	Supervisor 1—Range 20 (40 hour week)

FROM:	TO: Customer Service Information Specialist Series (CSIS)
	CSIS 3—Range 8 (35 hour week)
Customer Service Information Specialist III	CSIS 2—Range 11 (35 hour week)
Customer Service Information Specialist II	CSIS 1—Range 15 (35 hour week)
	Supervisor 3—Range 18/20 (35/40 hour week)

FROM:	TO: Supervisor Series
Head Clerk, Head Clerk Bookeeper, Head Audit Account Clerk, Assistant Supervisor MV Inspection	Supervisor 4, Range 16/18 (35/40 hour week) (This title was established solely to aid in the transition of these four titles. This title is being used on a one-time-only basis and is not projected to be eligible for ongoing use within any unit(s) of the Division.)
Customer Service Information Specialist I, Driver Record Supervisor Correspondence, Office Supervisor NE, Supervisor Revocations and Restoration, Supervisor II—Word Processing Center, Safety Specialist I	Supervisor 3—Range 18/20 (35/40 hour week)
Supervisor Licensing Section, Supervisor Motor Vehicle Licensing, Supervisor of Comprehensive Insurance, Supervisor of Damage Claims, Supervisor II—Division Motor Vehicles (Range 23), Supervisor Microfilm Services, Supervisor Cash Receipts and Deposits	Supervisor 2—Range 21/23 (35/40 hour week)
Supervisor I, Division Motor Vehicles	Supervisor 1—Range 24/25 (NL/N4 work week)

FROM:	TO: Coordinator
Assistant Chief—Bureau of Suspensions and Restorations, Coordinator—Division of Motor Vehicles, Assistant Chief—Bureau of Compulsory Insurance, Assistant Chief—Bureau of Licensing and Mail Renewals, Assistant Chief—Bureau of C of O—Title Transfer and Duplicates, Assistant Chief—Bureau of License and Registration; Replacements and Corrections, Assistant Chief—Bureau of Motor Carriers	Coordinator, Range 28 (N4 work week)

FROM:	TO: Manager Series
Chief—Bureau of Suspensions and Restorations, Chief—Bureau of Compulsory Insurance and Accident Reporting, Chief—Bureau of Court Reports and Fines, Chief—Bureau of C of O, Chief—Bureau of License and Registration Replacements and Corrections, Chief—Bureau of Motor Vehicle Agencies, Manager—OCIC, Chief—Bureau of Motor Carriers	Manager 3, Range 30/31 (NL/N4 work week)
Chief—Bureau of Planning and Systems Development, Manager—DMV	Manager 2—Range 32/33 (NL/N4 work week)
	Manager 1—Range 35 (NL work week)

LETTERS

Sir:

I am sure that from time to time, state personnel may be criticized by we the people.

I'm taking this opportune moment to let you know that I've had occasion to call for information approximately four times.

Your staff (Surcharge Section) has been courteous and informative beyond my expectations.

I'm sorry that I don't have to say "keep up the good work" because everyone I've spoken to has been superb.

Alfio A. Movello
Jersey City

Sir:

Hold on—this is a complimentary letter!

When I moved here from Illinois and started talking to New Jersey residents about the transferring of plates and registration I was told by every individual that it would be a "nightmare" (and) "terrible experience" and it was even suggested I do whatever I could to avoid such procedures.

I was told that going to Sea Isle City would be next to going to prison! I was told of long lines, discourteous staff, etc. I almost felt it would be best to return to Illinois.

Well, we went to the Sea Isle City Motor Vehicle Agency and had nothing but an experience of helpful and courteous clerical staff. I did say I want gray plates to match my car! I had to take the blue ones!

As far as I am concerned I will be one New Jersey resident that will tell newcomers to this area that Sea Isle City is not a "terrible place." I will also tell people of my excellent communications with the toll-free number in Trenton. I was helped by the people who answered the phone and never felt that I was a "pest."

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MVS NEWS BRIEFS

This feature will regularly summarize press releases of the prior month and be a monthly installment of the newsletter.

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NEW MOTORIST GUIDES AVAILABLE. Copies of the fourth edition of the *New Jersey Motorist Guide* are now available at all MVS facilities. Divided into nine chapters, this 61 page booklet provides a wide variety of helpful consumer information ranging from how to obtain a driver license to procedures for titling and registering a boat. A convenient listing of locations and telephone numbers for all motor vehicle agencies, inspection stations, driver testing centers and regional service centers is also included.

Additional copies of the guide can be obtained from the Office of Public Affairs, 7th floor, 25 South Montgomery Street.

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24-HOUR INFORMATION LINE OPEN. Motor vehicle information is now available 24 hours a day, every day, thanks to a new "after-hours" telephone service. The computerized service talks callers through everything from how to register and title your car to information on license suspensions and restorations. The service can be accessed from a touch-tone phone in New Jersey by calling 1-800-DMV-2222 for general information or 1-800-DMV-3333 for information related to surcharges, suspensions and restorations. The service can also be accessed from the out-of-state numbers.

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MVS OFFICES CLOSE FOR HOLIDAY. All Motor Vehicle Services' inspection stations, agencies, driver testing centers and offices will be closed on Monday, February 20, in honor of Washington's birthday.

The Surcharge Section recently received this check written on white shorts. Holding it are Support Services Representatives Veronica Snead (left) and Rosetta Dickerson. The check, for $200, couldn't be cashed and was returned to the customer.

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EXPANDED HOURS. The hours at several driver testing centers throughout New Jersey were expanded last month in order to better serve the motoring public. Drivers in Cape May County can now take their written and vision tests at the New Jersey National Guard Armory every Tuesday from 8 a.m. to 4 p.m. Before, motorists could only schedule tests for the second and fourth Tuesday of every month at the Armory. In addition, written and eye exams are now also available from 8 a.m. to 4 p.m. Monday through Friday, one night a week until 8 p.m. and on Saturdays from 8 a.m. until noon at all of the recently renovated model agencies. The Oakland agency is also offering expanded hours. Eventually, after all agencies are either renovated or relocated, MVS will be able to offer expanded hours at all facilities.

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YOUNG BOATERS REQUIRED TO TAKE SAFETY COURSE BEFORE THEY CAN RECEIVE A BOATING LICENSE. Motor Vehicle Services is now requiring all youngsters 16 years of age and younger to first show proof that they have successfully completed a boating safety course before they can be issued a boat operator license.

Under legislation enacted last January, all individuals 16 years and younger must complete a boating safety course before operating a power vessel on New Jersey's waterways.

Motor Vehicles has taken water safety one step further in requiring proof of the course before issuing the boating license.

Betty McKithen: Data Output's upbeat supervisor

PROFILE

Betty McKithen is beginning her 19th year in the Data Output Section, and it very well might be her best year yet.

Her section, she explained, is responsible for retrieving information that has been microfilmed and supplying it to internal MVS units that deal with the public.

As Supervisor 2, she heads a staff of 34 working in clean, efficient, functional surroundings in the new Trenton Regional Service Center.

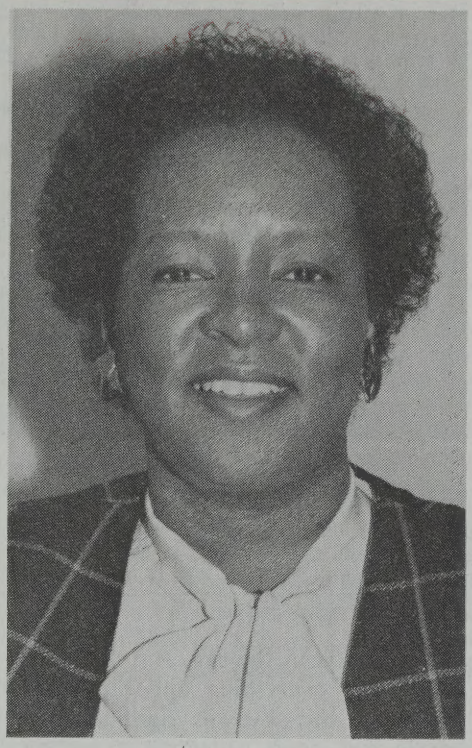
She is the first to admit that she has come a long way from when the section was known as Numeric Files and was located on the cramped fifth floor of 25 South Montgomery Street. "The first day I walked in there, it looked like a warehouse," she recalled.

Ms. McKithen's "first day" was October 13, 1970. She was an entry-level clerk. Since then, she has worked herself up through the ranks by taking promotional tests until she now oversees the violations section of data output from her office on the ground floor of the Trenton Regional Center.

She came to Motor Vehicle Services from United Aircraft Corporation, where she assembled electronic components. "I had taken some clerical courses, but I didn't know exactly what I wanted to do," she said.

She said the section changed drastically in 1985 when all the hard copy was microfilmed and Numeric Files became part of Information Management (now known as the Information Update and Retrieval Bureau).

"At that time, we walked the information throughout the buildings. Now we send data by the FAX network," she said.



BETTY McKITHEN

This information includes driver records, suspension and restoration records, and source documents sent in by the courts to substantiate or justify a suspension. "I supply backup data to the various MVS sections, including those in the Deptford and Wayne regional centers," she said.

Ms. McKithen gave rave reviews of the changes at the division.

"I have nothing but good comments to make on the rebuilding," she said. "Being a longtime employee and knowing what the operation was previously it has just changed our section completely. We've made a complete turnaround!"

For example, she has noticed a change in employee morale. "Morale is now upbeat and everyone is concerned about doing a good job, providing a service on time," she said, noting, "This administration has had such a positive influence."

'Morale is upbeat, everyone wants to do a good job.'

In addition, she sees employees coming in better dressed and neater in appearance. "They feel good about themselves," she said, crediting this with the fact that there is now a clean environment for them to come to.

A native of South Carolina, she was raised in a strict home where fundamental values were taught including a strong work ethic.

She came to Trenton when she married her husband, James, who also was raised in South Carolina and went to the same schools she did. "He comes from a family of 10 and there were seven of us," she said. The McKithens have one son, Jim; two daughters, Robin McKithen and Adrienne Lewis, and two grandsons, Marcus and Maurice Lewis.

Ms. McKithen brings to her office the same strong work ethic and fairness she learned as a child. Despite the passage of 19 years, every day, for her, poses a rewarding challenge of doing the job better than the day before.

LETTER

(Continued from Page 8)

Now, the only thing left is my taking the written test to receive a New Jersey driver license. I have been driving for more than 40 years so I shouldn't have any problem. I hope my experience at the driver permit examining station at Cape May Court House will be as pleasant as Sea Isle City.

I thought you would want to know how this Illinois driver feels. I'm glad to have New Jersey plates on my car even if they are blue!

James E. Kurtz
Cape May

Sir:

"Complaints, complaints, complaints"—that's what I was told was all they receive after I complimented the employees at the Newark Motor Vehicle Agency. The faces of three people who cheerfully expedited my situation instantly lit up in smiles when I said, "Thanks for the great service."

I am a Newark teacher and my wallet was stolen while at work. The police and detectives could not do much, however. Some papers were found in a toilet. A lousy situation, but among the papers was my driver license. "Wow," I said. "At least I'm saved the agony of the motor vehicle agency."

However, some days later, when I was asked to produce a driver license to cash a check, the teller noted it was from 1984. Either it did not survive the toilet, or the culprit is driving around as me.

The dreaded mission to the motor vehicle agency could not be avoided. They truly could not have been nicer. I explained my plight and with much efficiency and sympathy the entire transaction was completed in nine minutes. I didn't even miss lunch!

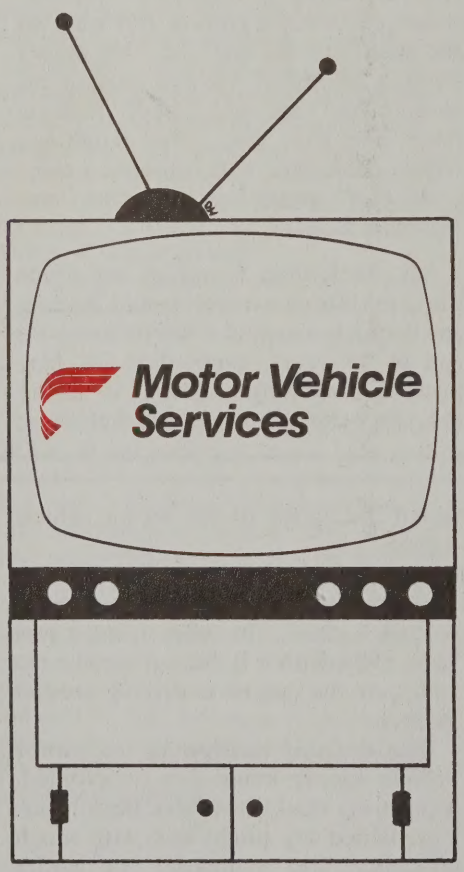
Barbara Feder
Short Hills

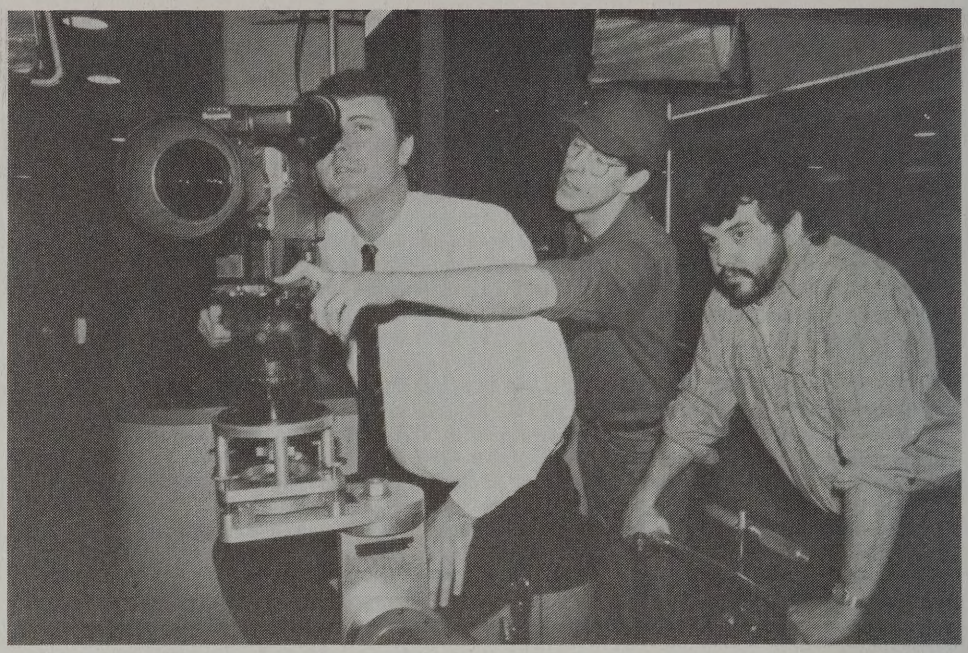
Taping for TV challenging, but never glamorous

(Continued from Page 1)

On the day of the shoot, we scheduled our exterior shots for late afternoon when the sun would be shining just the way we needed it on the building's facade. But guess what they were forecasting for that afternoon? That's right—snow! Gloomy, overcast and snow. Memories of my 'glamour' days in television were all coming back to me like a bad dream.

We quickly readjusted, found some early morning light we liked on another side of the building, and started rolling. No sooner had we begun to tape when we noticed that the Center's flags looked lifeless. Stop tape. Wait for a breeze so that the State flag and the American flag would furl and snap and fly just great on television. Hurry up, I thought. Clouds were starting to form as gray puffs in the sky. But then just as we had everything under control, just when the sky was right and the breeze was good, someone drove his dump truck right into our shot. Enter Jeff the PR man who promptly, courteously and efficiently asked the driver to move it.





Jeffrey Hall looks through the camera to set up a shot, as production technician David Winston prepares to create motion by tracking the camera dolly while Tom Gillern (center) assists.

Once we got what we needed outdoors, the real fun began. As soon as we moved inside and the crew started setting up equipment, a deep, loud and utterly frightening blast emanated from the security system. The alarm resonated repeatedly. A state trooper and Capitol police rushed to the scene. Could it be that our lights were too hot? A quick security check revealed that a routine test of the water system, of all things, was causing the alarm to sound. In renovating the old Sears building, security specifications called for a stronger flow of water pressure in case of fire. Since the system is wired to the alarm, some testing that day was tripping it on purpose. Definitely not a noise we wanted on our commercial.

When we got down to business, though, things went smoothly. Employees were terrific—real stars. Except for one customer's child who insisted on wagging his ears and sticking his tongue out at the camera, it was a successful shoot. But as is the case with almost all good video production work, a lot of time goes into capturing a very small segment that will actually appear on screen. What we took all day to shoot at the Trenton Regional Center will amount to only about eight-seconds within an entire 30-second commercial. But once you see it, I think you'll have to admit that it was well worth the effort. It's a real showcase for all of the hard work that each and every employee has put in to making our rebuilding effort so successful.

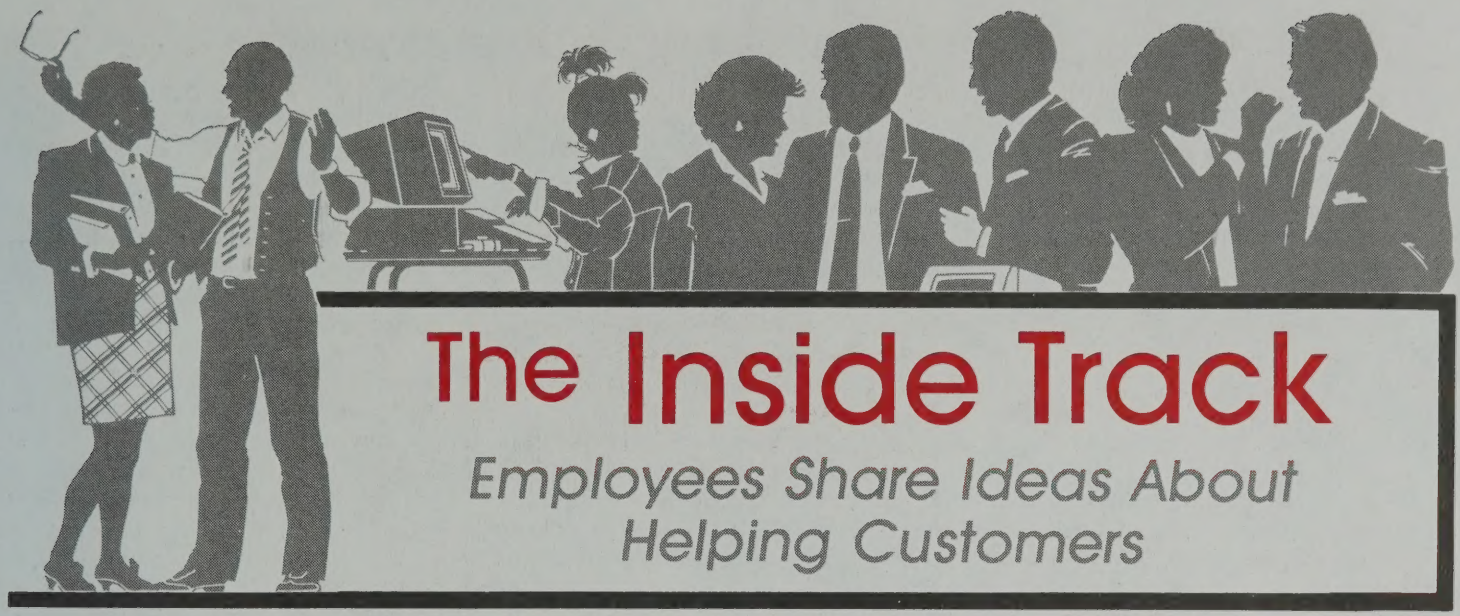
How can we help?

Interested in aerobics?

Motor Vehicle Services, in its continuing effort to provide benefits to its employees, is considering co-ed aerobic classes after work.

The classes would last one hour and be held twice a week in one of the Trenton central office buildings.

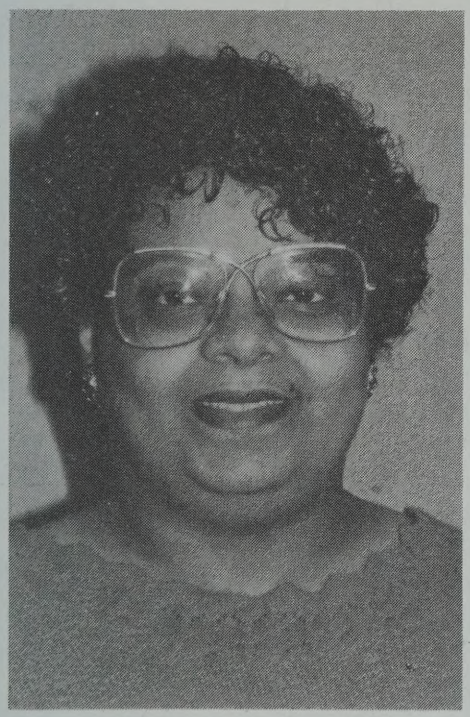
The class format would include a warm-up, stretching, light aerobics, upper body conditioning and a cool down. Anyone interested should call 292-6161 for more details.



The Inside Track

Employees Share Ideas About Helping Customers

Do you have an example of how service to MVS customers can be improved? We'd like to hear from you. Please use the printed Employee Survey Card, or a plain sheet of paper, to share your idea with co-workers. Your idea can be one you already use and know is effective, or one you think could be adopted to better serve our customers. Your comments will be printed on this page. Send your ideas to: Internal Communications Unit, Public Affairs Office, 7th floor, 25 South Montgomery Street, Trenton, N.J. 08666. You may also obtain additional Survey Cards from this office.



SYLVIA HICKS

"I happened to be reading the newspaper a week or so ago and came across an article (on the right) which I felt might inspire Motor Vehicle Services employees who have contact with customers, both physically and through talking on the telephones.

"It really had a strong impact on my customer feelings once I read the article. Perhaps it may on you, too."

(EDITOR'S NOTE: Sylvia Hicks is a Supervisor 2 in the Data Output Section, located on the ground floor of the Trenton Regional Service Center. She was reading an Ann Landers' column when she spotted some advice that she thought would be helpful to MVS employees. She sent it to TALE LATE so others would benefit from the article. Thank you, Ms. Hicks, for sharing it with us.)

* * *

What is a customer?

"A customer is the most important person in any business."

"A customer is not dependent on us. We are dependent on him."

"A customer is not an interruption of our work. He is the purpose of it."

"A customer does us a favor when he comes in. We aren't doing him a favor by waiting on him."

"A customer is an essential part of our business—not an outsider. A customer is not just money in the cash register. He is a human being with feelings and deserves to be treated with respect."

"A customer is a person who comes to us with his needs and his wants. It is our job to fill them."

"A customer deserves the most courteous attention we can give him. He is the lifeblood of this and every business. He pays your salary. Without him we would have to close our doors. Don't ever forget it."

(Reprinted from The Trentonian, November 26, 1988)

Exemplary job performance awards presented to four

Four employees have been recognized for exemplary performance in their jobs at Motor Vehicle Services. Director Glenn R. Paulsen recently presented certificates to Support Services Representative 2 Philip M. Lombardo, Safety Specialists 3 Thomas Cleveland and Timothy Dey, and Safety Specialist 2 Gerard Stercula.

The MVS Internal Employee Awards Committee approved the nominations for the certificates.

Thomas Cleveland, Timothy Dey and Gerard Stercula, all of the Bakers Basin facility, were commended for their alertness in identifying two persons who allegedly possessed counterfeit birth certificates, applications for permits and ride slips stolen from the Eatontown Driver Testing Center in order to fraudulently obtain New Jersey driver licenses. Several envelopes containing completed permit applications were also found at the scene.

The two suspects were arrested by the State Police and criminal charges were filed.

In a letter of praise sent to the three Bakers Basin employees, Administrator Donald H. Giberson of the Customer Services Program wrote, "Your alertness and subsequent discreetness in handling this matter certainly attributed to the successful apprehension of the suspects in question."

In addition, Phil Lombardo, of the Data Output Section, was cited for his "excellent, continuous and conscientious attention to duties" as a bulletin board monitor. An MVS employee since April 1982, he monitored the bulletin board on the first floor of 137 East State Street until November, when he moved to the ground floor of the Trenton Regional Service Center.

The Internal Employee Awards Committee, chaired by Ann Marie Conroy, coordinator in the Revenue Processing Unit, makes awards to employees who are nominated by coworkers. Anyone can nominate an employee by submitting an application to Ms. Conroy, whose office is on the sixth floor of 137 East State Street. Applications can be obtained from her office. Nominations are encouraged to recognize more employees for outstanding achievements.

Examples of some of the nominating categories include exemplary job performance, an act of kindness, an act of heroism, perfect attendance, and a professional accomplishment that benefits the division.

Thomas Cleveland (left, holding certificate) and Timothy Dey (right, holding certificate) pose at the presentation of the internal employee awards. From left are Harold Smith, Gloria Norman, Frieda Patten, Mildred Way, Donald Giberson, Eleanor Kuhn, Director Glenn R. Paulsen, Ed Besko, Angela Niles, and Roland Williams.

Phil Lombardo holds his certificate, presented by Director Glenn R. Paulsen, for being an exemplary and courteous bulletin board monitor. Also at the presentation were members of the Internal Employee Awards Committee (from left) Mildred Way, Ed Besko, Angela Niles and Eleanor Kuhn.

TALE LITE

State of New Jersey
Thomas H. Kean, Governor
Department of Law and Public Safety
Donald R. Belsole,
Acting Attorney General
Motor Vehicle Services
Glenn R. Paulsen, Director

TALE LITE is published monthly by the Internal Communications Unit, Office of Public Affairs, Chief of Staff Program, as a forum for the exchange of information, ideas, comments and concerns.

TALE LITE offices are on the 7th floor of 25 South Montgomery Street, Trenton, N.J. 08666. Telephone: (609) 292-8231. Employee contributions are always welcome by mail, phone or in person.

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